

MADERA COUNTY

MEDICAL SECRETARY I/II

DEFINITION

Under direction, to serve as secretary for an assigned Public Health Department program which may also include a health advisory board; to provide a variety of clerical and secretarial support involving knowledge of medical terminology and procedures; to process, prepare, and file legal papers and documents; and to do related work as required.

SUPERVISION EXERCISED

Medical Secretary I

Exercises no supervision.

Medical Secretary II

May exercise technical and functional supervision over lower level staff.

DISTINGUISHING CHARACTERISTICS

Medical Secretary I -This is the entry-level in the Medical Secretary class series. Positions at this level usually perform most of the duties required of the positions at the Medical Secretary II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Medical Secretary II -This is the full, journey level in the Medical Secretary class series. Positions at this level are distinguished from the Medical Secretary I level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class series are flexibly staffed and positions at the Medical Secretary II level are normally filled by advancement from the Medical Secretary I level. When filled from the outside, the employee is required to have prior related experience which allows the employee to meet the qualification standards for the Medical Secretary II level.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Performs a wide variety of medical administrative and office support work for the specific program to which assigned and provides direct support for the program's director; performs comprehensive filing and maintenance of medical records, forms, and correspondence; transcribes letters, reports, memoranda, and correspondence; prepares and distributes billings and statistics for the assigned

program; types and distributes agendas for the local health advisory board; gathers and maintains information for the program's plan and scope of work and budget development; coordinates the scheduling and conduct of program services and activities; updates and maintains a variety of medical and other program-related records; maintains medical records and statistics for providers; maintains contact with medical or other community providers; receives office visitors and telephone calls and refers them to the appropriate program and/or personnel; provides information about the assigned program and other Public Health Department functions; serves as liaison with a variety of organizations and medical facilities concerned with the assigned program; provides a variety of secretarial support for the assigned office including typing, filing, record keeping, receiving and routing office mail, and requisitioning medical office supplies, materials, and equipment; assumes responsibility for inventory control of equipment for State/Federal information; operates modern office equipment including copiers, computers, word processors, and printers to enter and retrieve data and produce various documents and reports; collects, balances, and inputs cash received from billings into ledger; assumes responsibility for the cash box; prepares bank deposit slips for bank deposit drops as needed; performs monthly audits of patient collections; serves as liaison between the client and the State Department of Health Services; interviews clients applying for program services to gather appropriate information; provides information and assistance; assists clients with the completion of forms; determines eligibility for program participation in accordance with established guidelines; processes authorizations for medical services; meets with vendors and clients to procure prescribed medical equipment; provides case management under the direction of the program director; resolves problems with initial applications.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Medical Secretary I

Knowledge of:

Basic medical terminology, phraseology, forms, documents, and procedures.
Basic principles and procedures of record keeping.
Basic accounting principles.
Modern office practices, methods, and computer equipment.
Comprehensive filing and indexing systems.
English usage, spelling, grammar, and punctuation.

Skill to:

Operate modern office equipment including computer equipment.
Type and enter data at a speed necessary for successful job performance.
Take and transcribe notes accurately.

Ability to:

Learn the functions, responsibilities, procedures and policies of the particular program to which assigned.

Learn basic interviewing methods, techniques and procedures.

Perform a variety of medical office and administrative support assignments.

Prepare clear, concise correspondence and reports.

Update and maintain medical records and files.

Maintain accounts and fiscal records.

Perform accurate mathematical computations.

Deal tactfully and courteously with clients, the public and other agencies when representing the Public Health Department program to which assigned.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of increasingly responsible clerical experience comparable to a Program Assistant I with Madera County, including some experience involving basic medical terminology and medical records.

Training:

Equivalent to the completion of the twelfth grade.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Medical Secretary II

In addition to the qualifications for Medical Secretary I:

Knowledge of:

Functions, responsibilities, procedures and policies of the particular program to which assigned.

Basic interviewing methods, techniques and procedures.

Principles and procedures of record keeping.

Ability to:

Perform a variety of specialized medical office and administrative support assignments.
Work independently in the absence of supervision.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

One year of experience comparable to that of a Medical Secretary I with the County of Madera.

Training:

Equivalent to the completion of the twelfth grade.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Effective Date: May, 1995

October, 2007 – Title Change & Amendment